



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES





CA 9-1-1 BRANCH UPDATES

Presented by

**California 9-1-1 Emergency
Communications Branch
(CA 9-1-1 Branch)**

March 1, 2017



PRESENTATION ROADMAP

- ☐ **Mission and Overview**
- ☐ **9-1-1 Branch Update**
 - ☐ **Funding and Services**
 - ☐ **Operations Manual Updates**
 - ☐ **Contracts**
 - ☐ **9-1-1 PSAP Advisors**
- ☐ **Text to 9-1-1**
- ☐ **Next Gen 9-1-1**

CA 9-1-1 BRANCH MISSION

To enable Public Safety Answering Points (PSAPs) to provide the fastest, most reliable, and cost-effective telephone access to emergency services for any 9-1-1 caller in California from any communications device.

CA 9-1-1 BRANCH STRUCTURE

California 9-1-1 Emergency Communications Branch

Mail and Delivery Address:

Public Safety Communications
CA 9-1-1 Branch
601 Sequoia Pacific Blvd. MS-911
Sacramento, CA 95811-0231

BRANCH MANAGER

BUDGE CURRIER

(916) 657-9911

budge.currier@caloes.ca.gov

Office Contact Information:

Main Line: (916) 657-9369

Fax: (916) 657-9882

CA911Branch@caloes.ca.gov

9-1-1 PROGRAM MANAGEMENT DIVISION

SOFIA LONG, Division Chief

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VACANT

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Administrative Support

9-1-1 Advisory and Compliance Unit

ALICIA FULLER

Unit Supervisor

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ECaTS Administration

34-Sacramento 37-San Diego
98-CHP (statewide)

ANGELA CHEN

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SETNA / Special Projects

9-1-1 Reconciliation Unit

JOHN FERDERER

Unit Supervisor

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Contract Oversight

CURT GUILLOT

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Invoice Reconciliation

Foreign Language State Contract

VICTORIA SOLIS

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Invoice Reconciliation

CLEC Administrator (statewide)

DEIRDRE MORTENSEN

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Reimbursement Claims Coordinator

VACANT

(Andrew Mattson – interim contact)

9-1-1 Advisor

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VACANT

9-1-1 Advisor

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KYLE PEASE

9-1-1 Advisor

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YVONNE WINN

9-1-1 Advisor

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12-Humboldt 42-Santa Barbara
17-Lake 49-Sonoma
19-Los Angeles 56-Ventura
23-Mendocino 97-Cal Fire (statewide)
40-San Luis Obispo

02-Alpine 29-Nevada
03-Amador 31-Placer
05-Calaveras 32-Plumas
07-Contra Costa 33-Riverside
09-El Dorado 35-San Benito
10-Fresno 36-San Bernardino
14-Inyo 38-San Francisco
18-Lassen 39-San Joaquin
20-Madera 41-San Mateo
21-Marin 43-Santa Clara
22-Mariposa 44-Santa Cruz
24-Merced 46-Sierra
25-Modoc 55-Tuolumne
26-Mono
27-Monterey

01-Alameda 45-Shasta
04-Butte 47-Siskiyou
06-Colusa 48-Solano
08-Del Norte 50-Stanislaus
11-Glenn 51-Sutter
13-Imperial 52-Tehama
15-Kern 53-Trinity
16-Kings 54-Tulare
28-Napa 57-Yolo
30-Orange 58-Yuba

9-1-1 TECHNOLOGY DIVISION

RYAN SUNAHARA

Division Chief

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CHEREISE BARTLETT

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NG911 Services

Emerging Technologies

ANDREW MATTSON

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NG911 Services

Regional Facilitator

DONNA PENA

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VoIP Standards and

Services

JIM THOMPSON

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Wireless & Emerging

Technologies



CA 9-1-1 BRANCH STRUCTURE

9-1-1 Program Management Division

- ❑ Statewide PSAP advisement and support
- ❑ Procurement of 9-1-1 systems using Master Service Agreements
- ❑ PSAP call volume standards and network integrity to assist PSAPs in maintaining call answering standards
- ❑ Fiscal and Operational Review (FOR) Process
- ❑ Operations Manual
- ❑ Budget and SETNA fund reporting
- ❑ Contract and Procurement oversight
- ❑ Invoice and reimbursement validation and reconciliation



CA 9-1-1 BRANCH STRUCTURE

9-1-1 Technology Division

- ❑ New technology research, development and implementation
- ❑ 9-1-1 regulation, statute, code and policy monitoring, input and development
- ❑ Text to 9-1-1 deployment and operation
- ❑ Next Gen 9-1-1 transition, deployment and operation
- ❑ Wireless deployment, routing and operation
- ❑ VoIP deployment and operation
- ❑ Outage phone
- ❑ 9-1-1 County Coordinator liaison
- ❑ PSAP regionalization and optimization coordination



INFORMATION SHARING

- ❑ Notices issued via email blast
- ❑ CA 9-1-1 Branch Webpage:
 - ❑ <http://www.caloes.ca.gov/911>
 - Directories
 - Policies (Operations Manual)
 - Forms
 - Regulations and Advisory Board information
- ❑ Webinar Training
- ❑ Presentations
- ❑ Telephone

9-1-1 PROGRAM MANAGEMENT DIVISION

UPDATES AND OVERVIEW

Presented by

Alicia Fuller

9-1-1 Advisory & Compliance Unit



KEY FUNDING AVAILABLE TO PSAPS

- ❑ Foreign Language Emergency Interpretation Services (Chapter VII)
- ❑ 9-1-1 Annual Training Allotment (Chapter III)
- ❑ 9-1-1 Telephone Systems, GIS Allotment, and Incremental Items (Chapter III)



OPERATIONS MANUAL UPDATES

Chapter 3

- ☐ For new PSAPs
 - ☐ Call minimum set at 1200 calls per month
 - ☐ Content of PSAP request letter updated

Chapter 8

- ☐ Text-to-9-1-1 deployment activities

Updated CPE Funding Model (2nd Quarter 2017)

- ☐ Based on CPE contract award

FOREIGN LANGUAGE EMERGENCY INTERPRETATION SERVICES



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Per Minute Interpretation State Rate: \$0.59

PSAPs Have Two Direct Pay Options (9-1-1 calls only)

- ❑ State Contract
 - ❑ One (1) Statewide Contractor: Language Line Solutions
 - ❑ CA 9-1-1 Branch contract administration and oversight
 - ❑ Service issues may be reported online at VOC website
 - ❑ Nathan Nunez: NNunez@Languageline.com
 - ❑ Current contract expires May 30, 2017
 - ❑ New Contract in place by May 30, 2107

FOREIGN LANGUAGE EMERGENCY INTERPRETATION SERVICES



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Direct Pay Options Continued

- ☐ CA Multiple Award Schedule (CMAS)
 - ☐ PSAP chooses CMAS vendor & initiates a Purchase Order (PO) agreement
 - ☐ per minute rate cannot exceed state rate of \$0.59

Reimbursement Options

- ☐ PSAPs may procure/pay their own interpretation services
 - ☐ per minute rate cannot exceed state rate of \$0.59
- ☐ PSAPs may have more than one service provider

**Contact Curt Guillot at (916) 657-9183 or
curt.guillot@caloes.ca.gov with questions**



9-1-1 ANNUAL TRAINING ALLOTMENT

- ❑ Available to PSAPs and 9-1-1 County Coordinators
- ❑ Annual Training Allotment (ATA) of \$3,000 is available each Fiscal Year (Jul-Jun)
- ❑ Unspent ATA balance cannot be applied to the next FY
- ❑ Training must be pre-approved by CA 9-1-1 Branch
- ❑ State Travel Rates must be followed
- ❑ Funding is received by following the Reimbursement Claim process



REIMBURSEMENT CLAIMS

Travel reimbursement claims must be submitted no later than 90 days (Sept 30) after the close of the State's fiscal year end (June 30)

- ☐ Annual Training Allotment (ATA) claims
- ☐ 9-1-1 County Coordinator claims

Reimbursement Claim Forms

- ☐ Reimbursement Claim, TDe-290 (Rev. 07/2014)
- ☐ Reimbursement Claim Support Document, TDe-290A (Rev. 07/2014)
- ☐ Other Supporting documentation
- ☐ Forms are available on our website

STATEWIDE CONTRACTS

Prior CPE Contract

- ❑ Expired December 31, 2016

New CPE Contract

- ❑ Evaluations and finalization February 2017
- ❑ Expected award end of 1st quarter 2017

CA 9-1-1 BRANCH ADVISORS

- ☐ **Kyle Pease**
- ☐ **Yvonne Winn**
- ☐ **Alicia Fuller**
- ☐ **Andrew Mattson (temporary)**

**Please refer to the CA 9-1-1 Branch Directory for
contact information and assigned Counties**



CA 9-1-1 BRANCH PSAP ADVISORS

PSAP's First Point of Contact

- ❑ State liaison for PSAP managers and communications personnel
- ❑ Point of contact for questions relating to 9-1-1 services or equipment
- ❑ Responsibilities are split geographically by county (See Directory for current county assignments)
- ❑ Travel to public safety agencies throughout CA to:
 - ❑ Perform Fiscal and Operational Reviews
 - ❑ Meet with PSAPs
 - ❑ Attend and present at PSAP Manager meetings



ADVISORS' ROLE IN CPE REPLACEMENT

- ❑ Advise PSAP managers on the usage of:
 - ❑ State contracts available to purchase 9-1-1 system and equipment
 - ❑ CA 9-1-1 Branch funding policy
- ❑ Provide information and feedback on contracted vendors
- ❑ Facilitate fiscal approval for purchase
- ❑ Answer questions and address issues throughout the replacement process including:
 - ❑ vendor selection, installation, and acceptance of CPE system
- ❑ First point of contact to escalate contract compliance issues between PSAP and contractor vendors

9-1-1 TECHNOLOGY DIVISION

UPDATES AND OVERVIEW

Presented by

Ryan Sunahara

9-1-1 Technology Division Chief



9-1-1 TECHNOLOGY DIVISION

☐ Chereise Bartlett

- Text-to-9-1-1
- NG9-1-1 Projects

☐ Andrew Mattson

- PSAP Regionalization
- County Coordinator Task Force
- NG9-1-1 Projects

☐ Donna Peña

- VoIP
- Video Relay Services
- Telematics
- FCC Rules
- NENA Standards
- 9-1-1 Apps

☐ Jim Thompson

- Wireless Coordinator
- Emerging Technologies
- Wireless Technical Routing Analysis Project
- FCC CSRIC

TEXT-TO-9-1-1

Current Deployment Status

- ❑ CSU Long Beach Police Department , San Bernardino and part of Riverside County, Richmond PD are live with all four major Wireless Service Providers (WSPs) – web based client
- ❑ Santa Cruz Regional 9-1-1 live all four WSPs – web based client
- ❑ Butte County is live with all four WSPs – integrated client
- ❑ Los Angeles County partial deployment 16 PSAPs live with all four WSPs – web based client
 - will make public announcement once entire county is live
- ❑ Monterey County tested all four WSPs will go live late 2nd quarter – web based client
- ❑ Working with several other counties for countywide deployments



TEXT-TO-9-1-1

Process for Implementing Text-to-9-1-1

1. Contact CA 9-1-1 Branch, Chereise Bartlett at 916-657-9235 or chereise.bartlett@caloes.ca.gov
2. Select Text Control Center (TCC) – Intrado or TCS
3. Choose text receipt method – Web, IP, TTY
4. Advise the CA 9-1-1 Branch, they will get pricing and order service
5. Once TCC advises PSAP they are ready to take text, PSAP will register with the FCC and advise the CA 9-1-1 Branch Text project manager
6. Complete the Carrier Questionnaire to give to the WSP when requested
7. PSAP to prepare Standard Operating Procedures and Public Notification Plan (samples are available)
8. WSPs will contact PSAPS to schedule turn-up
9. CA 9-1-1 Branch will be involved in the deployment and will be tracking issues and concerns

TEXT-TO-9-1-1

Text-to-9-1-1 Resources

- ❑ FCC PSAP Text-to-911 Readiness and Certification Form
 - ❑ <http://www.fcc.gov/encyclopedia/psap-text-911-readiness-and-certification>
 - ❑ http://transition.fcc.gov/pshs/911/PSAP_Readiness_Certification_Form.doc
- ❑ CA 9-1-1 Branch SMS Text-to-9-1-1 Pilot Report
 - ❑ <http://www.caloes.ca.gov/PublicSafetyCommunicationsSite/Documents/001-SMS%20Text-to-9-1-1%20Pilot%20Report%2014%205-2-14.pdf>
- ❑ NENA's SMS Text-to-9-1-1 Resources
 - ❑ <http://www.nena.org/?page=textresources>
- ❑ FCC Best Practices for Implementing Text-to-9-1-1
 - ❑ <http://www.fcc.gov/encyclopedia/best-practices-implementing-text-911>



NG9-1-1 CORE NORTHEAST PROJECT

NG9-1-1 Core Services Contract

- ☐ In place February 13, 2017
- ☐ Transition CALNET 2 services to this contract
- ☐ First project is the replacement of current services in what was the Northeast E9-1-1 Grant Project area (13 counties/36 PSAPs)
 - ☐ Request for Offer (RFO) has been issued
 - ☐ Expected award set for end of March



NEXT GENERATION 9-1-1

NG9-1-1 Transition

- ❑ Transition Plan finalized in June 2017
 - ❑ Open Architecture – Multi-Vendor
 - ❑ Security and system monitoring
 - ❑ Dynamic Routing
 - ❑ Shared CPE similar to hosted solution
- ❑ PSAP participation in working group
- ❑ Secure Funding
- ❑ Procurement Vehicles
- ❑ Training
- ❑ Role of the State 9-1-1 Branch



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QUESTIONS